List of SVF licensees' contact details for handling customer complaints
儲值支付工具持牌人處理客戶投訴的聯絡人名單

(in alphabetical order) (按公司英文名稱字母順序排列)

33 Financial Services Limited
三三金融服務有限公司

Tel/電話:	(852) 3900-9888
Fax/傳真:	(852) 3109-7411
Mail/郵寄:	Suite 807, Tower 1, Silvercord, 30 Canton Road, Tsim Sha Tsui, Kowloon, Hong Kong 香港九龍尖沙咀廣東道30號新港中心1座807室
In Person/親臨:	Attending to SVF Licensee's office at the above address 親臨位於上址的儲值支付工具持牌人辦公室
Others/其他方法:	Fill in the "Write To Us" box at http://www.33finance.com/en/prepaid-cards/contact-us/ 填寫公司網頁http://www.33finance.com/prepaid-cards/contact-us/的「建議及回應」表格

Alipay Financial Services (HK) Limited

Tel/電話:	(852) 2245-3201
Others/其他方法:	PC version: To enable an "on-line staff" to take over and attend to the customer's concern directly, click on the "Help Icon": (a) After login to the Alipay.com website, or (b) At the Hong Kong Alipay Wallet cashier page during payment. 桌上電腦: 想與線上客服人員直接聯絡，可於以下情況直接點擊"客服公仔"： (a) 登入Alipay.com網站後 (b) 在購買支付流程中

Autotoll Limited
快易通有限公司

Tel/電話:	(852) 2627-8888
Fax/傳真:	(852) 2764-4338
Email/電郵:	cs@autotoll.com.hk
Mail/郵寄:	11/F., Tower A, Billion Centre, 1 Wang Kwong Road, Kowloon Bay, Kowloon, Hong Kong 香港九龍九龍灣宏光道1號億京中心A座11樓

ePaylinks Technology Co., Limited
全球付技術有限公司

(註: 此持牌人前稱易票聯支付技術有限公司。)

Tel/電話:	(852) 3175-7797 or (86) 4006786688
Email/電郵:	globalcash@epaylinks.hk
Mail/郵寄:	Unit H, 25/F., Legend Tower, 7 Shing Yip Street, Kwun Tong, Kowloon, Hong Kong 香港九龍觀塘成業街7號寧晉中心25樓H室
Others/其他方法:	WeChat official account: Globalcash 微信公眾號：Globalcash

Updated: 28 Oct 2021

HKT Payment Limited

Tel/電話:	(852) 2888-0000
Email/電郵:	enquiry@tapngo.com.hk
Mail/郵寄:	PO Box 9896 GRO Hong Kong 香港郵政總局信箱9896號
In Person/親臨:	Shops of HKT, 1O1O, or csl. HKT、1O1O或 csl.專門店

Octopus Cards Limited
八達通卡有限公司

Tel/電話:	(852) 2266-2222
Fax/傳真:	(852) 2266-2211
Email/電郵:	customerservice@octopus.com.hk
Mail/郵寄:	46/F., Manhattan Place, 23 Wang Tai Road, Kowloon Bay, Hong Kong 香港九龍九龍灣宏泰道23號46樓

PayPal Hong Kong Limited

Tel/電話:	(852) 3550-8574
Others/其他方法:	1. Log in PayPal account to obtain an One-Time Passcode, then call (852) 3550-8574. This helps the CS to identify the customer quickly 登入PayPal 帳戶並取得「限時通行碼」，然後致電(852) 3550-8574。客戶服務人員將能透過「限時通行碼」快速確認你的身份。 2. Log in with your PayPal account, and send text message 登入PayPal 帳戶並發送短訊。

TNG (Asia) Limited

Tel/電話:	(852) 3951-6268
Email/電郵:	cs@tng.asia or info@tng.asia
Mail/郵寄:	21/F., Olympia Plaza, 255 King's Road, North Point, Hong Kong 香港北角英皇道255號國都廣場21樓
Others/其他方法:	Contact through the in-App messenger or website http://www.tng.asia/ 透過電子錢包內通訊功能或於TNG網站http://www.tng.asia/ 提出

Transforex (Hong Kong) Investment Consulting Co., Limited
通滙(香港)投資咨詢有限公司

Tel/電話:	(中國大陸) 9507 1998 or (中國大陸境外) +86 10 9507 1998 or (香港) 800 969 992
Fax/傳真:	(852) 3196-4211
Email/電郵:	tce-inq@hnair.com
Mail/郵寄:	Suite 3203, 32/F., AIA Kowloon Tower, Landmark East, 100 How Ming Street, Kwun Tong, Kowloon, Hong Kong 香港九龍觀塘巧明街100號 Landmark East 友邦九龍大樓32樓3203室
In Person/親臨:	Attending to SVF Licensee's office at the above address 親臨位於上址的儲值支付工具持牌人辦公室

UniCard Solution Limited	
Tel/電話: Email/電郵: Mail/郵寄: In Person/親臨:	(852) 2620-6800 cs@unicard.hk 6308, 63/F One Island East, 18 Westlands Road, Quarry Bay, Hong Kong 香港鰂魚涌華蘭路18號港島東中心63樓6308室 Attending to SVF Licensee's office at the above address 親臨位於上址的儲值支付工具持牌人辦公室

WeChat Pay Hong Kong Limited (Note: The licensee is formerly known as Money Data Limited.) (註: 此持牌人前稱財富數據有限公司。)	
Tel/電話: Email/電郵:	(852) 3929-1666 / (852) 3910-5666 hkpay@wechat.com

* Please refer to "Complaints about Banks" page or click here for contact details for licensed banks currently issuing or facilitating the issue of SVF.
請參閱“投訴銀行”頁面，或點擊此處查看現正發行或促進發行儲值支付工具的持牌銀行的聯繫方式。